```
Set      Items    Description
S1        133     ((GE OR GENERAL()ELECTRIC) AND (E()MAKE OR E-MAKE OR EMAKE
                  OR TOUCHPOINT? ? OR TOUCH()POINT? ?)) NOT PY>2000
S2        126     RD  (unique items)
S3          1     S2 AND (E()MAKE OR E-MAKE OR EMAKE)
File   9:Business & Industry(R) Jul/1994-2006/Jan 18
          (c) 2006  The Gale Group
File  11:PsycINFO(R) 1887-2006/Jan W1
          (c) 2006 Amer. Psychological Assn.
File  13:BAMP 2006/Jan W2
          (c) 2006  The Gale Group
File  15:ABI/Inform(R) 1971-2006/Jan 18

          (c) 2006 ProQuest Info&Learning
File  16:Gale Group PROMT(R) 1990-2006/Jan 19
          (c) 2006 The Gale Group
?
```

# DIALOG

```
Set      Items    Description
S1           0    ((PROCESS OR PROJECT OR STEP) (7W) (ELIMINAT?4 OR REDUC?5 -
                  OR STREAMLIN?4 OR CONSOLIDAT?5 OR REENGINEER?4 OR "RE-ENGINEE-
                  R" OR DEVELOP?5 OR IMPROV?5))
S2     1666065    ((PROCESS OR PROJECT OR STEP) (7W) (ELIMINAT? OR REDUC? OR
                  STREAMLIN? OR CONSOLIDAT? OR REENGINEER? OR "RE-ENGINEER" OR -
                  DEVELOP? OR IMPROV?))
S3           0    S2 AND (TOUCHPOINT OR "TOUCH POINT") AND (DMAIC OR DMADV OR
                  DFSS OR "SIX SIGMA")
S4         220    S2 AND (TOUCHPOINT OR "TOUCH POINT")
S5         122    RD  (unique items)
S6          58    S5 NOT PY>2001
S7           5    S6 AND (PRIORITY OR PRIORITIZE)
S8           1    (TOUCHPOINT OR "TOUCH POINT") AND (DMAIC OR DMADV OR DFSS -
                  OR "SIX SIGMA")
S9         220    (TOUCHPOINT OR "TOUCH POINT") AND ((PROCESS OR PROJECT OR -
                  STEP) (7W) (ELIMINAT? OR REDUC? OR STREAMLIN? OR CONSOLIDAT? -
                  OR REENGINEER? OR "RE-ENGINEER" OR DEVELOP? OR IMPROV?))
S10        122    RD  (unique items)
S11         58    S10 NOT PY>2001
S12        163    ("EMAKE" OR "E-MAKE" OR "E MAKE")
S13          4    S12 AND (GE OR "G.E" OR "GENERAL ELECTRIC")
S14          3    RD  (unique items)
S15     261626    (PROCESS OR PROJECT OR STEP) (3W) (REDESIGN OR REDEVELOPME-
                  NT OR REENGINEER OR "RE-ENGINEER" OR IMPROVE OR IMPROVEMENT OR
                  STREAMLINE OR REDUCE OR REDUCTION OR ELIMINATE OR ELIMIATION
                  OR OPTIMIZE OR EFFICIENT OR EFFCIENCY)
S16     158567    S15 NOT PY>2001
S17       9570    S16 AND ((ANALYZE OR ANALYSIS OR EVALUATE OR EVALUATION OR
                  AUDIT OR REVIEW) (5W) (PROCESS OR PROJECT OR STEP))
S18        675    S17 AND ((PRIORITIZE OR IMPORTANCE OR VALUE OR NECESSITY OR
                  SIGNIFICANCE) (3W) (PROCESS OR PROJECT OR STEP OR FUNCTION))
S19        573    RD  (unique items)
S20        160    S19 AND ((CUSTOMER OR CLIENT OR USER) (3W) (SATISFACTION OR
                  PRODUCTIVITY))
S21         32    S20 AND ((SEGMENT OR CLUSTER OR GROUP OR COMBINE) (4W) (PR-
                  OCESS OR STEP OR FUNCTION OR PROJECT))
? show files
File   15:ABI/Inform(R) 1971-2006/Jan 19
          (c) 2006 ProQuest Info&Learning
File    9:Business & Industry(R) Jul/1994-2006/Jan 19
          (c) 2006  The Gale Group
File  275:Gale Group Computer DB(TM) 1983-2006/Jan 19
          (c) 2006 The Gale Group
File  471:New York Times Fulltext 1980-2006/Jan 19
          (c) 2006 The New York Times
File  621:Gale Group New Prod.Annou.(R) 1985-2006/Jan 19
          (c) 2006 The Gale Group
File  636:Gale Group Newsletter DB(TM) 1987-2006/Jan 19
          (c) 2006 The Gale Group
File   16:Gale Group PROMT(R) 1990-2006/Jan 19
          (c) 2006 The Gale Group
File  160:Gale Group PROMT(R) 1972-1989
          (c) 1999 The Gale Group
File  148:Gale Group Trade & Industry DB 1976-2006/Jan 19
          (c)2006 The Gale Group
File  610:Business Wire 1999-2006/Jan 19
          (c) 2006 Business Wire.
File  810:Business Wire 1986-1999/Feb 28
          (c) 1999 Business Wire
File  476:Financial Times Fulltext 1982-2006/Jan 20
```

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Set      Items    Description
S1          51    ((GE OR GENERAL()ELECTRIC) AND (TOUCHPOINT? ? OR TOUCH()PO-
                  INT? ?) AND PROJECT? ? AND SATISF?) NOT PY>2000
S2          29    RD   (unique items)
(S3)        12    S2 AND (WEIGHT? OR PRIORIT?)
(S4)         6    S2 AND (WEIGHT???)
S5           0    S4 NOT S3
File   11:PsycINFO(R) 1887-2006/Jan W1
          (c) 2006 Amer. Psychological Assn.
File   13:BAMP 2006/Jan W2
          (c) 2006  The Gale Group
File   15:ABI/Inform(R) 1971-2006/Jan 18
          (c) 2006 ProQuest Info&Learning
File   16:Gale Group PROMT(R) 1990-2006/Jan 19
          (c) 2006 The Gale Group
File   20:Dialog Global Reporter 1997-2006/Jan 19
          (c) 2006 Dialog
File   47:Gale Group Magazine DB(TM) 1959-2006/Jan 19
          (c) 2006 The Gale group
File   75:TGG Management Contents(R) 86-2006/Jan W2
          (c) 2006 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/Jan 19
          (c)2006 The Gale Group
File 212:ONTAP(R) PsycINFO(R)
          (c) 2004 Amer. Psychological Assn.
File 275:Gale Group Computer DB(TM) 1983-2006/Jan 19
          (c) 2006 The Gale Group
File 349:PCT FULLTEXT 1979-2005/UB=20051229,UT=20051222
          (c) 2005 WIPO/Univentio
File 553:Wilson Bus. Abs. FullText 1982-2004/Dec
          (c) 2005 The HW Wilson Co
File 570:Gale Group MARS(R) 1984-2006/Jan 19
          (c) 2006 The Gale Group
File 610:Business Wire 1999-2006/Jan 19
          (c) 2006 Business Wire.
File 616:Canada NewsWire 1999-2001/Mar 09
          (c) 2001 Canada NewsWire
File 621:Gale Group New Prod.Annou.(R) 1985-2006/Jan 19
          (c) 2006 The Gale Group
File 637:Journal of Commerce 1986-2006/Jan 17
          (c) 2006 Commonwealth Bus. Media
File 649:Gale Group Newswire ASAP(TM) 2006/Jan 16
          (c) 2006 The Gale Group
File 654:US Pat.Full. 1976-2006/Jan 17
          (c) Format only 2006 Dialog
File 660:Federal News Service 1991-2002/Jul 02
          (c) 2002 Federal News Service
File 781:ProQuest Newsstand 1998-2006/Jan 18
          (c) 2006 ProQuest Info&Learning
File 996:NewsRoom 2000
          (c) 2005 Dialog
?
```

```
*** DIALINDEX search results display in an abbreviated ***
*** format unless you enter the SET DETAIL ON command. ***
? sf all
    You have 560 files in your file list.
    (To see banners, use SHOW FILES command)
? s ((GE or general()electric) and (touchpoint? ? or touch()point? ?) and
project? ? and satisf?) not py>2000

Your SELECT statement is:
    s ((GE or general()electric) and (touchpoint? ? or touch()point? ?) and
project? ? and satisf?) not py>2000

            Items   File
            -----   ----
               1     11: PsycINFO(R)_1887-2006/Jan W1
               1     13: BAMP_2006/Jan W2
               5     15: ABI/Inform(R)_1971-2006/Jan 18
               5     16: Gale Group PROMT(R)_1990-2006/Jan 19
Processing
               2     20: Dialog Global Reporter_1997-2006/Jan 19
               1     47: Gale Group Magazine DB(TM)_1959-2006/Jan 19
       Examined  50 files
               1     75: TGG Management Contents(R)_86-2006/Jan W2
       Examined 100 files
               7    148: Gale Group Trade & Industry DB_1976-2006/Jan 19
       Examined 150 files
               1    212: ONTAP(R) PsycINFO(R)_
               2    275: Gale Group Computer DB(TM)_1983-2006/Jan 19
       Examined 200 files
               3    349: PCT FULLTEXT_1979-2005/UB=20051229,UT=20051222
       Examined 250 files
       Examined 300 files
       Examined 350 files
               4    553: Wilson Bus. Abs. FullText_1982-2004/Dec
               1    570: Gale Group MARS(R)_1984-2006/Jan 19
       Examined 400 files
               2    610: Business Wire_1999-2006/Jan 19
               1    616: Canada NewsWire_1999-2001/Mar 09
               2    621: Gale Group New Prod.Annou.(R)_1985-2006/Jan 19
               1    637: Journal of Commerce_1986-2006/Jan 17
               2    649: Gale Group Newswire ASAP(TM)_2006/Jan 16
Processing
               3    654: US Pat.Full._1976-2006/Jan 17
               1    660: Federal News Service_1991-2002/Jul 02
       Examined 450 files
       Examined 500 files
               1    781: ProQuest Newsstand_1998-2006/Jan 18
       Examined 550 files
Processing
               4    996: NewsRoom 2000

    22 files have one or more items; file list includes 560 files.
    One or more terms were invalid in 105 files.
```